

City of Westfield and Ray's Trash Service – Survey Results

Survey Summary

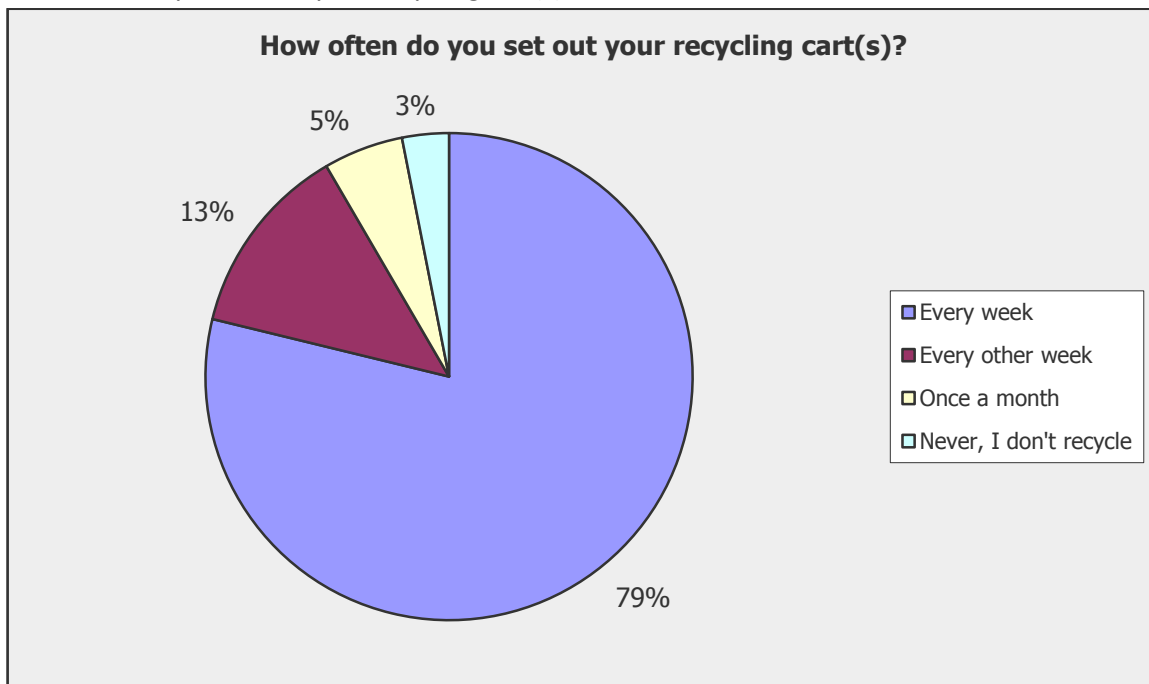
The survey was conducted to assess the Residential Citywide Trash and Recycling Program that was put into place beginning January 1, 2009. The City and Ray's will use this information to improve services to the residents. This information also serves as a guide for residents who have questions about the program.

Survey Methodology

The survey was available online and by paper. Links to the online survey were placed the City of Westfield Website Homepage as well as on the Westfield Community Association Network (WeCAN) Website. Paper copies of the survey were available at the Westfield City Services Center. There were a total of 321 respondents who completed the survey from November 18, 2009 to January 29, 2010. Of the surveys received, 309 were completed online and 12 were completed by paper.

Survey Results

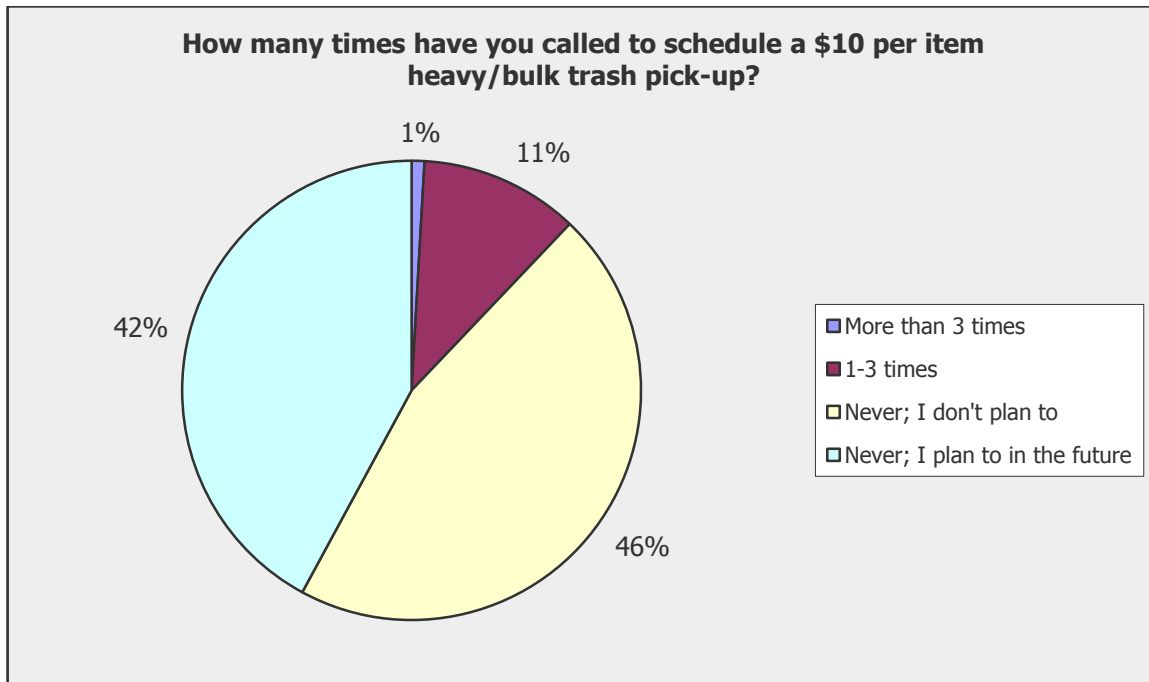
1) How often do you set out your recycling cart(s)?



97% recycle at least once a month with 79% every week, 13% every other week and 5% once a month.

Response: A major factor in the decision to engage in a Citywide Trash and Recycling Contract was the expressed desire of the community for weekly recycling. Of the respondents, about 8 in 10 are utilizing the recycling service weekly. We are very proud of the community stepping up and becoming a “greener” community.

2) How many times have you called to schedule a \$10 per item heavy/bulk trash pick-up?



46% have not and don't plan to use the heavy/bulk trash pick-up service. 11% have used the service 1-3 times and less than 1% has used the service more than 3 times in the past year. The remaining 42% have not used the service but plan to in the future.

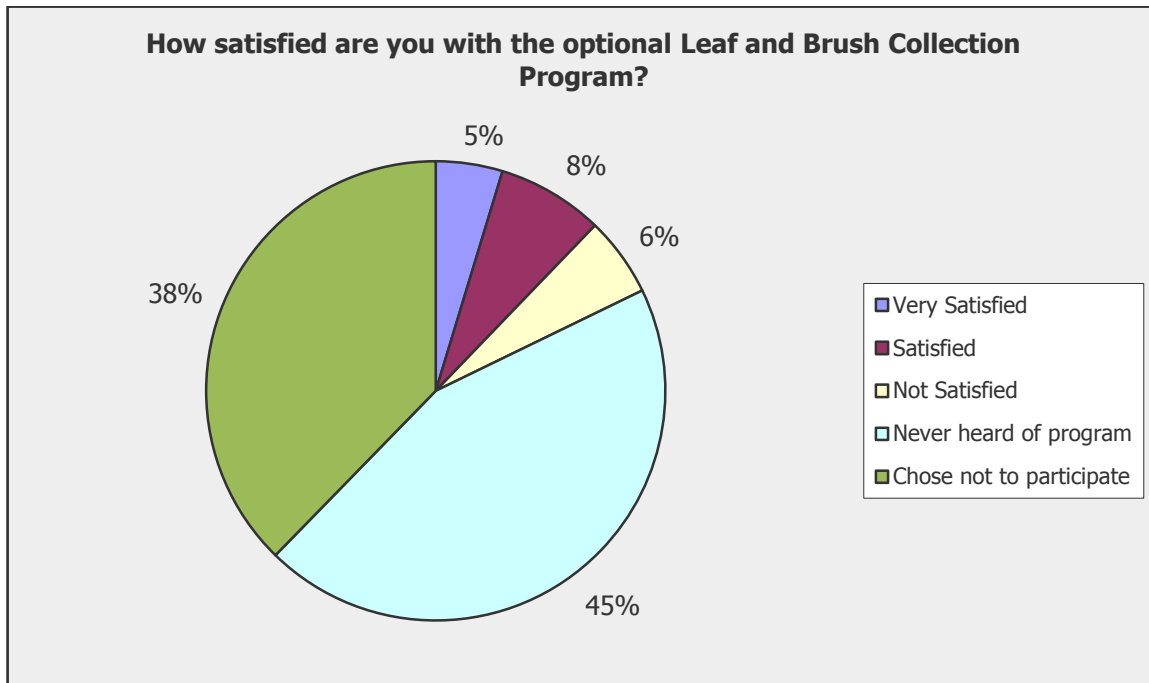
Response: If you have a heavy/bulk item that needs to be picked up, please call Ray's at (800) 531-6752 to schedule a pick-up. The \$10 fee per item is billed directly through Ray's.

As you can see, almost half of the residents do not plan on utilizing the heavy/bulk trash pick-up. If we would have included monthly pick-up or even annual pick-up in our contract, the per household cost would have increased for everyone.

The feedback from this survey will help Ray's and the City move forward in developing future options for residents, such as a Spring Clean-Up Day, where a drop-off location for bulk items would be available.

Check the [City Website](#) and utility billing inserts for upcoming information.

3) How satisfied are you with the optional Leaf and Brush Collection Program?



45% of residents had not heard of the program and 38% chose not to participate. Over 13% are either Satisfied (8%) or Very Satisfied (5%) and 6% are Not Satisfied.

What is the Optional Leaf and Brush Collection Program?:

-What is the optional leaf program?

Response: Ray's Trash Service is offering leaf and brush collection programs in the Fall (October 19, 2009 - December 4, 2009; 2010 Dates TBD) and Spring (March 22, 2010 – May 28, 2010) that promote the City of Westfield's green initiative. Materials collected from these programs are locally composted. Please see below preparation guidelines for your materials. Enroll in the programs by calling Ray's at (800) 531-6752.

- 20 bag weekly limit; may be set out every week during this time period.
- Have bagged in **paper compost bags*** at street, but not blocking trash and recycling carts. **No plastic bags**, please.
- Brush bundles can be no more than 4 feet in length and 18 inches in diameter. Individual limbs no more than 6 inches in diameter. Bundles tied by twine, or rope, no metal. 1 bundle = 1 bag
- \$15.00 enrollment subscription, call Ray's at (800) 531-6752 to activate service.
- Same day as your trash and recycling pick up.

***Acceptable Paper Bags** may be purchased at the following retailers: Lowe's, Menards, Target, and Wal-Mart.

How was the program communicated to the residents?

-Never heard of it and they pick up leaves one week and not the next?

Response: All Westfield utility customers should have received an insert in their September billing statement. The brochure has been posted on the [City website](#), [Westfield Community Association Network \(WeCAN\) website](#), as well [Ray's](#) since September. The program was also discussed on the September 15th [Westfield Matters TV Show](#). Several HOAs also put the information in their newsletters and email to residents.

The bags are picked up weekly (see above information).

182 Westfield households participated in the Fall 2009 Leaf and Brush Program. We will use the feedback from the survey results to explore other means of communication to the residents.

What are residents saying about the program?

- Very good option for years when I have heavy volume of leaves*
- Good idean please keep available*
- We do not have enough "stuff" but it is a very good idea!*
- I don't have any leaves to rake.*
- I have 2/96Gal carts and that handles leaves and tree trimmings.*
- Live in a townhome in Centennial*
- Don't need this particular service at this time*
- no mature trees...no need for program*

Response: Westfield is comparatively a young community when it comes to trees. Most lots don't generate a large enough quantity that won't fit in the 96 gallon trash carts over a few weeks.

A few residents request one time or annual inclusion.

- should allow 1 time clean p as part of cost up front*
- Ridiculous they charge. They should at least do a 1 time leaf pick up and charge there after*
- Should be an annual inclusion for all residents to encourage greater participation and conservation*
- should be part of our regular service*
- should be included in trash bill, plus we have to buy bags*
- should be included*

Response: The City of Westfield has looked into composting and even having a composting site where material can be dropped off. The cost of composting pick-up throughout the City was too high, especially when many residents would not use the service. It has been determined that Westfield would not generate enough compost to make up the cost of equipment required to maintain a composting site. We feel the opt-in program offered by Ray's would meet the needs of the residents who have many leaves and brush.

A few residents had service issues.

-left 6 bags at the curb and they were not picked up

-I left out leaves bagged, it was not picked up!

Response: Please contact Ray's at (800) 531-6752 if you ever have an issue with service. You may also call the City of Westfield Customer Service at (317) 804-3150. Note that you must be signed up for the optional program in order to receive the service.

A few residents had concerns about cost.

-NEVER PAID EXTRA FOR LEAVES

-I don't want to pay extra

-We didn't use to have to pay for tis - we pay more per month than previously for less service!

-It costs too much, we can't use it.

-forced cost on a fixed limited resources--called retirement

-Prior to city program, we could put out 10 bags \$0 cost

-Why is there a fee for this - Noblesville does it for free - don't they?

Response: The program is optional for residents. The advantage of the program is that the materials are composted. Previously, when bags were put out with no cost, they went to the landfill.

There are several options for disposal of leaves if you do not wish to utilize the program. You can put your leaves and brush in your 96 gallon trash cart and request a second 96 gallon trash cart at no additional charge. If you have a small amount of leaves and brush, you can wait until the next week's trash pick-up or pick-up overage bags for \$1 from Westfield Customer Service or Westfield Pharmacy.

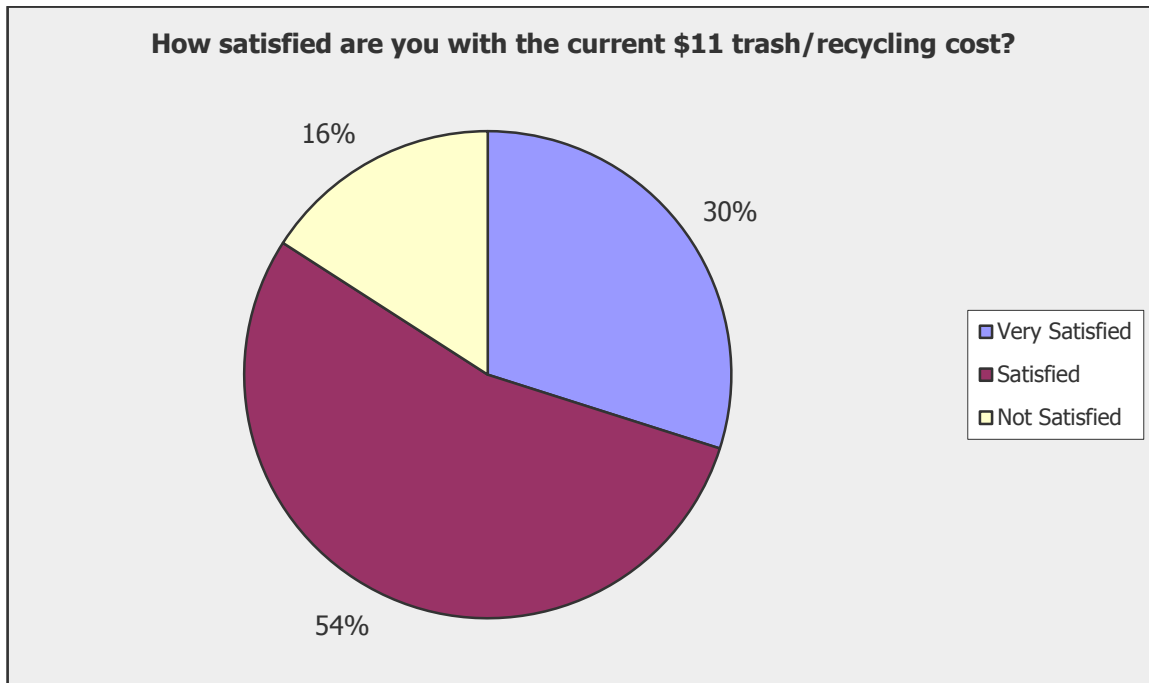
We consulted with Noblesville on their leaf and brush program. We were advised that free city-run leaf and brush collection costs outweigh the benefits. In an effort to not increase the costs for all residents, the majority of which would not utilize the service, we leave the option of leaf collection up to the residents.

A resident had a concern about the bags.

-Please give up the BAG program. Vac the leaves and compost them. it's the 21st century!!!

Response: The optional leaf and brush program does compost the material. The bags are biodegradable and the brush goes to compost as well. The City did consider vacuuming the leaves as an option but decided against it for several reasons. 1) It rains in Indiana and vacuuming wet leaves does not work well-would have to reschedule. 2) Informing the residents of when the leaf day is would also be difficult, especially if rescheduled – Note: almost half of the households were not aware of the optional leaf and brush program. 3) There are not enough leaves in the City to justify the fuel/man hours to go around the City to collect. With the optional program, the truck only has to travel to those that opted in.

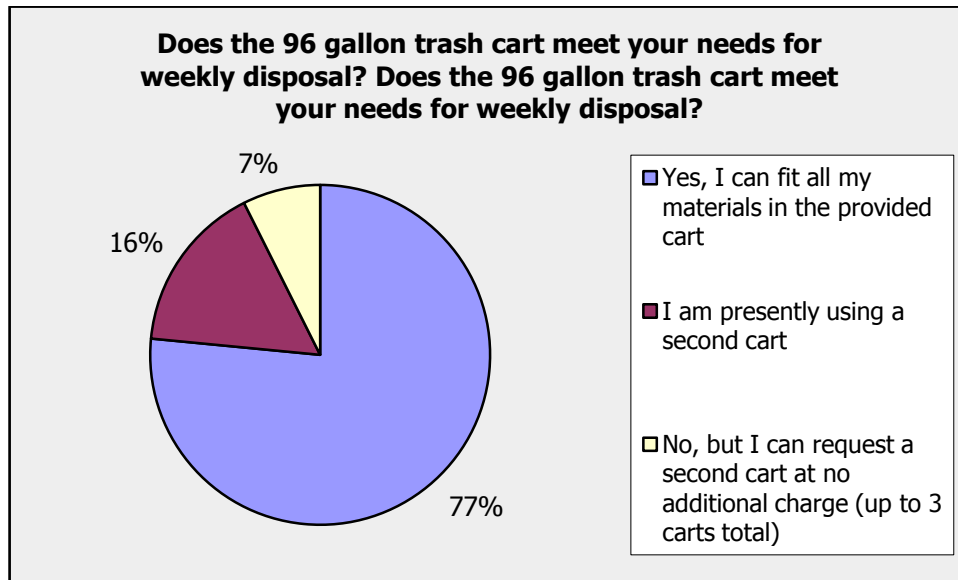
4) How satisfied are you with the current \$11 trash/recycling cost?



84% of respondents are Satisfied (54%) or Very Satisfied (30%). 16% are Not Satisfied with the cost.

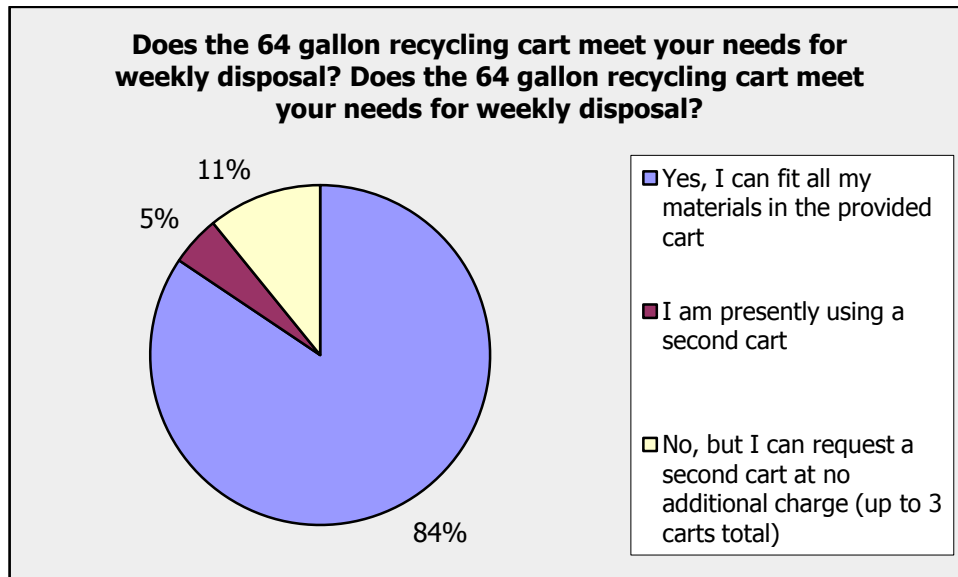
Response: The benefit of the City Contract is that the costs are known to the residents. The City negotiated for the cost to stay at \$11 for a three-year period from January 1, 2009 – December 31, 2011. With other providers and the cost of inflation and fuel surcharges, the cost to the residents could have risen from year to year. In order to protect the City from inflation, we negotiated prices for an additional four years. The increases are not to exceed 2% to cover fuel for years 4-7. Here is a guide to what the prices are expected to be with the current contract: In 2012, \$11.21; In 2013, \$11.42; In 2014, \$11.63; In 2015, \$11.85.

- 5) a. Does the 96 gallon trash cart meet your needs for weekly disposal?



The single 96 gallon trash cart meets the needs of 77% of the respondents. 16% are presently using a second cart and 7% would benefit from requesting an additional trash cart.

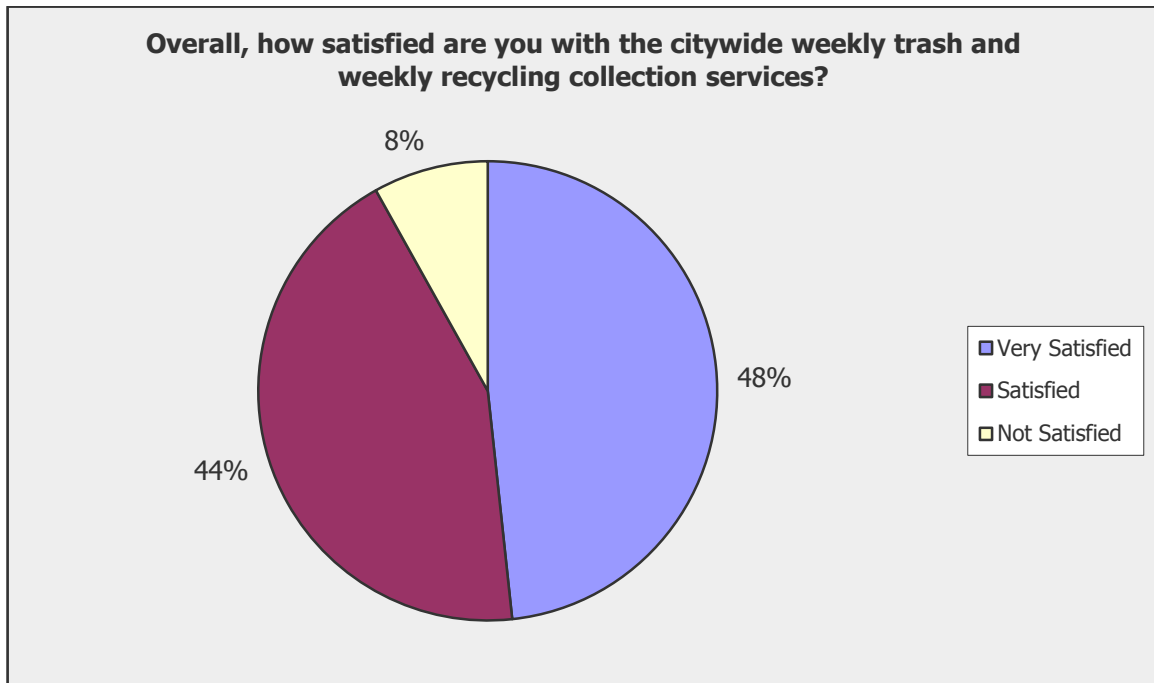
- b. Does the 64 gallon recycling cart meet your needs for weekly disposal?



The single 64 gallon recycling cart meets the needs of 84% of the respondents. 5% are presently using a second cart and 11% would benefit from requesting an additional recycling cart.

Response: Each household can have up to 3 carts, with any combination of 64 gallon or 96 gallon trash or recycling carts. To get an additional cart or to switch yours for a different size, please contact Ray's at (800) 531-6752 or the City of Westfield Customer Service at (317) 804-3150.

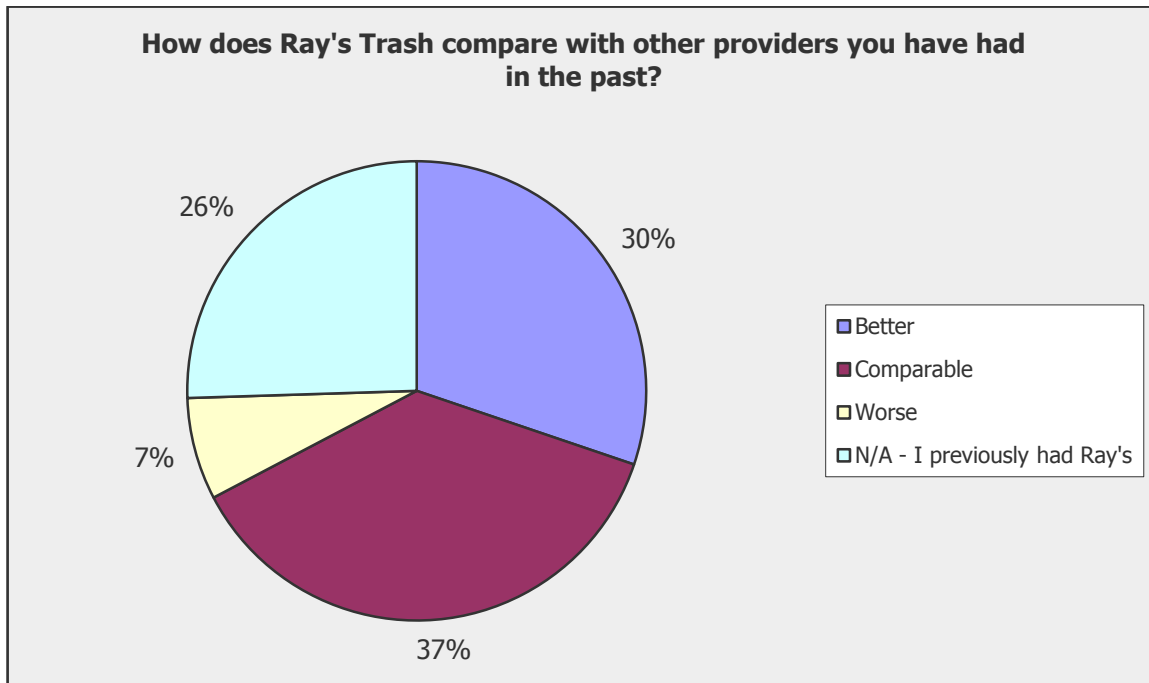
- 6) Overall, how satisfied are you with the citywide weekly trash and weekly recycling collection services?



92% of respondents are Very Satisfied (48%) or Satisfied (44%). Only 8% are Not Satisfied.

Response: The City has tried to make the process and service as seamless as possible. We are pleased to see the results.

7) How does Ray's Trash compare with other providers you have had in the past?



26% previously had Ray's as a provider. 67% reported that Ray's is Comparable (37%) and Better (30%). Only 7% stated that Ray's is worse compared to other providers.

Of those that reported that Ray's was **Better**, here are the reasons:

Trash and Recycling Carts

- We just moved to Westfield from Carmel over the summer and I am impressed with the trash service. -They are consistently on time and I really love the large recycling bin. I do wish that they would pick up the cans even if the top isn't completely closed instead of getting out of the truck, taking out the item(s) that cause the lid to be open, set it on the ground, then get back into the truck and take the trash. Isn't it possible it just put the items in the truck?
- They have a bigger recycle bin (not always big enough) and they pick up recycle every week.
- Provided with a larger recycle cart
- I am extremely pleased with the trash carts and the regularity of the pick up. Also, I notice less trash blowing around on pick up days.
- I like the provision of large trash and recycle containers and that they take many kinds of recyclables in that one container. My few contacts with the truck drivers have been friendly and courteous.
- I think Ray's does an excellent job - they are quick and punctual every week. I also like the trash bin we can use. :)
- no cost for containers or the number you use.
- The carts and the automated trash collection trucks offer a better option than I had before.
- Ray's put the trash containers in our driveways rather than in the middle of the alley.

Trash and Recycling Carts (Continued)

- Due to the lids on the trash cans, there is less trash that blows out and needs to be picked up later from the yard. The drivers also seem to keep to their schedules very well.
- Like ability to recycle and that containers were provided
- trash cans have been easy to use; pick up of large items has been very easy; trash cans look tidy

Consistent and Punctual Drivers

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- I think Ray's does an excellent job - they are quick and punctual every week. I also like the trash bin we can use. :)
- Due to the lids on the trash cans, there is less trash that blows out and needs to be picked up later from the yard. The drivers also seem to keep to their schedules very well.
- no skip even in the bad weather
- Timely collection- I can usually plan on when my trash will be collected.
- Quick and efficient
- Overall, we are more satisfied. Drivers proceed more slowly and carefully in the neighborhood.
- They have been very dependable.
- Very prompt - less traffic.

Weekly Recycling – Recycle More Items

- We like the weekly recycling. Our old one was every other week.
- Recycle is picked up weekly in lieu of bi-weekly with other service.
- I like recycling pickup every week instead of every other week.
- They have a bigger recycle bin (not always big enough) and they pick up recycle every week.
- Weekly recycling is key - really value that. Before it alternated and pile up was immense.
- They allow more items to be recycled. I like the weekly recycling pickup also.
- I like weekly recycling and I am happy with all of the materials that Ray's is able to take as recycleable
- I like the weekly recycling. Previously, we were every other week, and it was difficult to always remember which week we needed to put it out.

Cost

- Ray's cost is much cheaper than the last company I had. I am very pleased with the service. I think this was a great idea. thanks.

Cost (Continued)

- I think they do a great job. I love the recycling program and that it is free. We paid before to recycle so it's nice to not be charged for making the world a better place.
- I did use Republic and they kept hiking their rates up with fees for everything. I then switched to Ray's 6 months before the city initiated garbage service and was pleased. When I called Republic to cancel my service with them, they offered to lower their rates to match Ray's. that just pissed me off - if they were willing to lower my rates to keep my service, why were they so high to begin with? I felt like they were just trying to see how much they could get away with charging.
- Much better - better price - better customer service - more responsive when I called one day they had missed me by mistake. Republic/Best Way not good companies to deal with.

Less Trash

- they do not leave trash in the street
- I am extremely pleased with the trash carts and the regularity of the pick up. Also, I notice less trash blowing around on pick up days.
- Due to the lids on the trash cans, there is less trash that blows out and needs to be picked up later from the yard. The drivers also seem to keep to their schedules very well.

General Recycling

- The recycling is the part that we didn't really do until now. Ray's had made this exceptionally easy and we now recycle everything we can...
- Recycling

General

- love it!
- Think this was a great idea.

Of those that reported that Ray's was **Comparable**, here are the reasons:

Overage/Bulk Item Pick-up

- I had Ray's at one point in the past and they sucked, I was very concerned about them being the provider for the entire city, however I have been very pleasantly surprised and have had no issues beyond the fact that they will not pick up the bulk items I need to dispose of.
- REPUBLIC WOULD PICK UP ADDITIONAL BAGS THROUGHOUT THE YEAR, NOT JUST LEAVES - NO ADDITIONAL COST
- Other providers Always picked up anything (Within reason) that was outside the containers. Ray's never does- Very frustrating!!!!!!!!!!!!!!!!!!!!!!
- It is great service, but all other companies I've had we were able put out as much trash per week as needed. So now I have trash or recycling always built up sitting in the garage, same with boxes. But service is always good and reps are always helpful.

Overage/Bulk Item Pick-up (Continued)

Response: Due to the survey responses, the City will look into a Spring Clean-Up Day, where a drop-off location for bulk items would be available at least once a year.

Check the [City Website](#) and utility billing inserts for upcoming information.

If the drivers had to get out of the truck to pick-up unscheduled items, they would be unable to maintain their punctual times. Also, if there is a heavy or bulk item, they would need to know in advance to schedule more than one driver.

Cart Placement

- I don't particularly like the trash cans pulled into the street and left there after collection. Sometimes they are even left turned over. Creates an obstacle for the mail truck. We live on a half cul-de-sac
- The one thing I wish I could request is that the trucks just "put" down the cans....and they end up all over the place not just where the cans started. Sometimes far from where. It would be nice for some attention to be paid to the process
- Many times our trash carts are left across the drive so that a car cannot get up the driveway.

Response: The carts are placed down where the arm picked them up from; there is no intentional nature of the driver to block roads or driveways. This is a common issue with automated systems. Another issue is when the carts are empty if there is wind so the carts can roll or blow over. In that case, there is nothing Ray's can do. If you find this is a recurring problem for you, call us and we will note for the driver to be more careful.

Recycling Better

- I do like the weekly Recycle. I would like to see an incentive for Recycling. Maybe a \$1.00 lower rate, or something. I feel the leaf pick up should be included not an extra. We have lived in other communities that provided that service through garbage or city taxes. If you want an area to continue to look beautiful beyond others you must make it easy.
- Same concept of Reynolds (I think, can't remember), but Rays provided the recycle bin. Since this switch, we recycle everything...I think the recycle bin is fuller than the trash bin!

Fuel Spill

- Don't like the leaky trucks. Don't like it when things fall out of the bins and the driver doesn't pick it up.
- I think they need to work on their environmental safety policy- they were responsible for a large vehicle fluid spill on our street and we had to call the Westfield street dept to get them to come back out and do a thorough job they should have done to begin with!

Response: Ray's handled the hydraulic spills with proper precautions to the water supply. Stains will be left after a hydraulic spill, and Ray's will make every effort to remove as much as possible.

Cart Placement Better

-They missed picking up bunches of branches that I had at the curb once, but they picked it up the next week. They don't seem to leave the carts in the road like some of the trash collecting companies I've seen.

Better Cost

-The cost and recycling option is much better, but the actual pick-up service from Ray's is comparable to what we had.

Punctual

-Ray's is too reliable. With Republic I knew that they were scheduled to be at my house at 8 am, but I could normally set out the trash in the afternoon and still have it picked up

Same Provider and Service

-Our neighborhood had Ray's before the city hired Ray's

Of those that reported that Ray's was **Worse**, here are the reasons:

Bulk/Overage

-We used Ray's before but our HOA had an agreement with them that is different than what we have now. If I had a lot of trash one week, it didn't matter they would pick up whatever I had out there...now if I have a lot on one week I have to purchase overage bags for it. I like that I HAVE to recycle now but those bins are HUGE and I don't like that I HAVE to use them.

-Although as a SMVHOA resident I previously had Rays, the former service allowed larger items (not appliances) to be deposited on the curb. This service is no longer provided, so I'm not getting the degree of service to which I was accustomed.

-The other service would pick up larger items outside of bins.

-Republic always handled extra items that did not fit in the bin at no additional charge if it was not excessive. Ray's does not. Ray's always leaves the recycling bin in the wrong location (blocking) the driveway(s). Have called repeatedly about this. No change. Republic always took much better care of the bin placement.

-Ray's has too many limitations on how you can put the trash out; i.e., if it doesn't fit in the container, you're out of luck. They do everything for their convenience and nothing for the customer. Also, they are not good about picking up trash that falls out of the containers and/or their trucks. I often come home to litter in my yard or in the street in front of my house.

-I don't like all their rules and restrictions.

-If it does not fit in the cart, it will not get picked up. There are times, especially during holidays, that I have more to put out. It put it in a bag, wrapped tight, but they leave it sitting on the curb. When I left the bags of leaves, not only did they leave it, they threw my trash cans on top of them. I had a hard time getting the cans upright. I've never had bad service like this from other trash vendors. I am not very happy with this service at all.

-I have a couple issues with the service. After purchasing a new bedroom suit I broke down all boxes and set them next to my container (they were too large to fit inside). Thus, Ray's did not pick them up. Personally, I do not think it is reasonable to have to pay an extra \$10 to pickup a few broken down boxes. Heaven forbid the drivers have to get out of the truck and manually pick up trash! Secondly, there are many times when all of

our trash does not fit into the container. I understand that I can get another one free of charge, but my garage only has so much space. Maybe I am old fashioned but I prefer the old service. Use your own trash cans and if Bulk/Overage (Continued)

you don't have enough room just put the items in trash bags next to the cans and they will get picked up. Also they would pick up larger items (i.e. broken down boxes) and not charge extra.

-hate having to schedule and pay for large trash pick up-- it is a rip off

-For 14 years with Waste Management I never had a problem with trash pick-up or extra tack on charges.

During that time I think I scheduled two heavy trash pickups which were handled expeditiously. With Ray's Trash I have several issues. First there are tack-on charges - \$1.00 orange bags (of which I've had to buy \$25 worth so far - I don't have room in garage to store third cart), I have to pay extra for special pick-ups that wouldn't have been charged for by Waste Management - for example, when a hot tub cover failed I removed the foam liner, cut it into four 3' sections and put the vinyl portion into a trash bag. But it was refused...I had to pay \$30 to have them pick up four lightweight pieces of foam. Argh. Last, by hoisting the carts high into the air to dump them, on a windy day stray pieces of paper get blown over the street and my yard, so after pick-up I have to go pick up the trash that Ray's Trash has scattered about. The only thing I've found to prevent this is to make sure all paper is tied up in plastic bags BEFORE I put it in the trash cart. More expense. Bottom line, I hate this "service" and all the additional costs. It's especially ironic as this is the one item that has so far really impacted my neighborhood (Village Farms) since the annexation.

-Too limited in what is being picked up compared to prior service

Republic always went the extra mile. If you had extra trash they picked it up. They did not charge extra for bulk items. Ray's does none of this and clearly do not care about their customers.

-Republic never had a problem accepting extra bags outside of my cart if it was full without any surcharge, plus heavy items were accepted as well without an extra charge

-It is the contract specifications between Westfield and Ray's that I have a problem with. I sometimes have more items than I can fit in the trash can. Ray's will not pick up any extra trash bags and I don't always have time to run to town to get a "proper" trash bag.

Response: Due to the survey responses, the City will look into a Spring Clean-Up Day, where a drop-off location for bulk items would be available at least once a year.

Check the [City Website](#) and utility billing inserts for upcoming information.

If the drivers had to get out of the truck to pick-up unscheduled items, they would be unable to maintain their punctual times. Also, if there is a heavy or bulk item, they would need to know in advance to schedule more than one driver.

Trash Collection/Cart Placement

-I have had to call twice for re-emptying of a trash cart. Was emptied so quickly that only half of the can was emptied out. Have noticed more trash in the cul-de-sac after trash has been emptied - somehow trash is flying out of the cans and ending up in the yards/street. Didn't have this problem previously. Could be attributed to emptying too quickly and lowering cans while trash still falling out of cans.

-They leave trash on the roads and speed through our neighborhood. We live in a neighborhood of about 50 homes in the city limits. A Rays trash truck comes down our street at least 6 times on trash day. They have no big trash pick-up day like other companies and their leaf removal is too expensive.

Trash Collection/Cart Placement (Continued)

-Ray's has too many limitations on how you can put the trash out; i.e., if it doesn't fit in the container, you're out of luck. They do everything for their convenience and nothing for the customer. Also, they are not good about picking up trash that falls out of the containers and/or their trucks. I often come home to litter in my yard or in the street in front of my house.

-Republic always handled extra items that did not fit in the bin at no additional charge if it was not excessive. Ray's does not. Ray's always leaves the recycling bin in the wrong location (blocking) the driveway(s). Have called repeatedly about this. No change. Republic always took much better care of the bin placement."

-Now on trash pick up day, I go down the street and pick up trash that Ray's drops from their auto dump system.

Response: The carts are placed down where the arm picked them up from; there is no intentional nature of the driver to block roads or driveways. This is a common issue with automated systems. Another issue is when the carts are empty if there is wind so the carts can roll or blow over. In that case, there is nothing Ray's can do. If you find this is a recurring problem for you, call us and we will note for the driver to be more careful.

Cost

-I previously had rays, but didn't have to use/store their giant personal dumpsters. We paid less per month through HOA negotiated rate and Rays picked up our lawn waste for free. Our neighborhood e-group is still lit up monthly with complaints about the mandated Westfield service, we just want our old service back (without having to pay for Westfield-negotiated and HOA-negotiated rates of course). The official Westfield response to our complaints (That we don't have to use the city-provided service, but we still have to pay for it) was an insult.

-We had a great trash pick up when the HOA was in charge. It was quite, responsive and much cheaper. The council said that they would only have a mandatory trash service if it saved everyone money. Well, its costing everyone much more. And who is the dedicated Ray's trash representative? Waininger said the \$0.75 Westfield Surcharge was to cover a customer service representative. Who is it? Considering Ray's Trash already has customer service, why does Westfield need this surcharge? Or was this just another TAX to grow the city government. It seems the city officials have lost sight of the fact that the city has only 24,000 people. Let me say that again, THE CITY ONLY HAS 24,000 PEOPLE...THE CITY ONLY HAS 24,000 PEOPLE....

-For 14 years with Waste Management I never had a problem with trash pick-up or extra tack on charges. During that time I think I scheduled two heavy trash pickups which were handled expeditiously. With Ray's Trash I have several issues. First there are tack-on charges - \$1.00 orange bags (of which I've had to buy \$25 worth so far - I don't have room in garage to store third cart), I have to pay extra for special pick-ups that wouldn't have been charged for by Waste Management - for example, when a hot tub cover failed I removed the foam liner, cut it into four 3' sections and put the vinyl portion into a trash bag. But it was refused...I had to pay \$30 to have them pick up four lightweight pieces of foam. Argh. Last, by hoisting the carts high into the air to dump them, on a windy day stray pieces of paper get blown over the street and my yard, so after pick-up

I have to go pick up the trash that Ray's Trash has scattered about. The only thing I've found to prevent this is to make sure all paper is tied up in plastic bags BEFORE I put it in the trash cart. More expense. Bottom line, I

Cost (Continued)

hate this "service" and all the additional costs. It's especially ironic as this is the one item that has so far really impacted my neighborhood (Village Farms) since the annexation.

Response: The neighborhoods in Westfield self-reported their costs of trash and recycling services. No communities reported being able to provide weekly trash and bi-weekly recycling service for \$11 or less. Note that the current service provides weekly trash and weekly recycling pick-up. From the data we saw disparities in the prices people were paying. Individuals did not have the leverage to negotiate lower prices and were paying more than twice the \$11 monthly fee in place now and that was without recycling. Neighbors with the same provider were paying vastly different prices.

Another benefit of the City Contract is that the costs are known to the residents. See response to Question 4) for details. Question 4 revealed that in relation to the \$11 monthly fee, 30% of respondents are Very Satisfied, 54% are Satisfied, and only 16% are Not Satisfied.

Government

-The town of Westfield should not have a trash contract. It should be up to each neighborhood or individual home.

-Never had forced taking my money \$\$\$ without choice. I do NOT NEED your 'FORCED' TRASH robbery. It must be nice to steal from the elderly and those who can afford cost \$\$\$ NOT NEEDED. You are cheap and crooks -- raping the public -- it is not ethical -- you call your self christians-- not my idea of a giving Christian person.

Response: A survey of neighborhoods in Westfield (through the Westfield Community Association Network (WeCAN) revealed drastic variations of waste management pricing and services. The neighborhoods then formed a committee to research the matter further and present their findings to WeCAN and the Westfield City Council. Based on what the residents suggested in the committee, WeCAN, and at the public City Council meetings, the bid criteria were formed. The issue was discussed at five City Council Meetings from August 11, 2008 to October 27, 2008. Neighborhoods in WeCAN were involved in the discussion from April to October 2008.

If you would like to become more involved in the City, please visit the City Homepage www.westfield.in.gov for the calendar that includes public meetings. If you are not sure if your neighborhood is involved in WeCAN or would like to learn more, please contact Tammy Havard at thavard@westfield.in.gov.

Spring Clean-Up

They leave trash on the roads and speed through our neighborhood. We live in a neighborhood of about 50 homes in the city limits. A Rays trash truck comes down our street at least 6 times on trash day. They have no big trash pick-up day like other companies and their leaf removal is to expensive.

Spring Clean-Up (Continued)

Response: Due to the survey responses, the City will look into a Spring Clean-Up Day, where a drop-off location for bulk items would be available at least once a year.

Check the [City Website](#) and utility billing inserts for upcoming information.

Customer Service

They just dont give the customer service that they once did

These are the comments from those that reported that they **Previously had Ray's**:

Cost

-I had Ray's previously with my HOA. I'm paying more for worse service. Other cities negotiated lower prices then Westfield. Why?

Response: It seems that some people are frustrated by the limitations of the program. The subscription program has different specifications. I have seen many comments in this forum and otherwise that people don't understand that each municipal (town/city) residential contract varies from amount of bags to the bulk item pick-up. The city puts out a specification, and as haulers we respond. If Ray's is fortunate to obtain the contract, we deliver that contract to the specifications outlined. There are many people comparing communities that have completely different programs than Westfield. The communities are not comparable because identical services are not provided.

No Change

-I live in Centennial and Ray's was our original supplier of the service.

-We've always had Ray's, even when we lived in Avon

Carts

-I find to recycle well, we really need another recycle bin...but I already have an extra trash bin, so without paying more per month....I guess we are out of luck for that.

-We've had Ray's in the past. However, using the required trash cart's now take up lots of room in our garage. Since our neighborhood association requires them to be stored inside the garage, it's been unhandy using the large carts. Also, in the past, we could place overflow trash in bags along the street with our trash containers. Now, if it's not in the cart then we can't get it picked up. That's been a problem several times.

Response: Each household can have up to 3 carts, with any combination of 64 gallon or 96 gallon trash or recycling carts. You can switch from a 64 gallon recycling cart to a 96 gallon recycling cart to be able to recycle more. Alternately, if your 96 gallon cart is too large, you can switch it for a 64 gallon cart. To get an additional



cart or to switch yours for a different size, please contact Ray's at (800) 531-6752 or the City of Westfield Customer Service at (317) 804-3150.

Ray's Service Positive

-Ray's has always provided excellent service. I've been in this house and used Rays for 10 years.

Ray's Service Positive (Continued)

-I have always thought Ray's has done a great job and was very happy when the city chose them. They provide great service.

-We have always had Ray's and have always been happy. It is nice when I have called the Ray's office that a person answerer the phone rather than a recording or phone tree. We used to have every-other-week recycling before the city took over the contract, and now the weekly recycling is much better. We are much better about recycling now that we have a big ol' bin. In fact, some weeks the big bin isn't big enough! It is also nice that we do not have to separate the recycling into plastic, paper, and glass.

Recycling

-We used to have Republic. No recycling service offered. I would drive my own 35 gallon cans to the Hamilton County Hazardous Waste Center.

Service Issue

-I have had several days where I just got skipped and my trash/recycling didn't get picked up. I put it out the night before, so I know I didn't miss them! I also get frustrated when trash falls from the cans as they are being picked up and it is just left in the road or driveway.

Response: Please contact Ray's at (800) 531-6752 if you ever have an issue with service. You may also call the City of Westfield Customer Service at (317) 804-3150.

- 8) Optional: Please include any additional questions or comments regarding the citywide trash/recycling service.

Recycling

- Love the recycle aspect of the service. Now only have 2 bags of trash a week. Keep Rays!!!!!!
- Recycling and branches pickup is a great feature. May want to better clarify some of the acceptable and not acceptable items to recycle.
- It's great to be able to recycle at no charge and the one container for everything is fantastic.
- I was not terribly happy with the cost of my trash service going up this year. However, I was quite surprised at how much we could recycle and the large percentage of what used to be trash that represented.
- We're big fans of the recycling. It's cut our trash by 2/3.
- I wish more people would recycle. I know we can't force anyone to recycle, but would some type of credit for the who recycle be an incentive to others? It's so easy and it's the right thing to do.
- I LOVE the re-cycling service. It is so easy since sorting is not required. There's no excuse anymore for non-participation.
- I think it is great to have curbside recycling pick up included in the cost of trash service. We have cut down on our amount of trash with this service. It's fantastic!
- I find that we recycle more than we have trash, so not sure if that is common with most other residents in Westfield. It's very convenient to have a weekly trash/recycle pickup for that reason. We may even be looking into requesting a second recycle bin in the future. Great service!
- I have had no problem with Rays and like their service, especially since recycling is included. I never recycled before and with them it is easy. Thank you!
- Recycling should be every other week + reduce cost

Response: We are glad to see so many household taking advantage of the recycling program! Thanks for all your "green" efforts!

Cost of Recycling

- The price seems expensive for recycling. We use the service and are very cautious about our efforts to recycle. I know that this is a win win win... for us, the city and the environment. But why do the end users who actually sort their own trash, have to pay for it? We filter out at least half of our weekly trash keeping it out of landfills. Thank you.

Response: The aftermarket of collected materials has provided value for the material, however the collection, labor, fuel, transportation, processing, sorting, and marketing of the materials outweighs that value.

Recycling Items Recycled

- Are the recycled items truly being recycled? I have heard otherwise -- that there it too much to be used. Also, need to publicize your additional services more often. Thanks!

Recycling Items Recycled (Continued)

-Though I wonder if all of the recycling actually gets recycled, we are thrilled with the full recycling offered. We are to the point now where we have almost as much in the recycling bin as we do in the trash bin, and that is great to see.

Response: Ray's does not own a landfill; they own several recycling facilities. They have no incentive not to recycle. The recycling program has been very successful in Westfield, an average of 18% recycling of the total waste stream was recycling. Of that 18% there was 9% non-recycled material (contamination) that was thrown away, but the rest was recycled.

Yellow/White Pages Options

-I just heard on NPR that CA is trying to make the white pages an opt in for those that still use due to high cost to recycle. We should do the same.

Response: We are currently only aware of an opt-out option of the [White Pages and Yellow Pages](#). Thank you for spreading the word.

Positive

-Great Job! Keep up the good work.

-I think given the amount of trash/recyclables we all have, you do a wonderful job and I appreciate it very much, it is not a very pleasant job, but anytime I have had occasion to see your drivers/trucks they are always very friendly and personable.

-I think Ray's does a fabulous job. Please don't change!

-Comment. "If it ain't broke, don't fix it." Our trash situation is great. Please don't change a thing. The price is right and the service is reliable. Ray's is doing a good job.

-Your person is ontime and always puts our containers back on the curb.

-excellent service during 2009!

-Great Customer Service!

-So far its been great.

-It's a great program I wish the rest of Indiana would adapt!!!

-We are very pleased with the service!

-Very pleased with service, especially the recycling.

-Ray's is very dependable and timely! Always here by 7am!!

-I like the service. The pricing is better than I had previously and it includes recycling. You can also set your watch to the time the trash is picked up every week. They have done a great job.

-Please try to negotiate with Ray's to continue.

Response: Thank you for the feedback. We are glad that you are pleased with the service.

Carts

- Would like to use a 96 gallon cart for recycling too...
- We have a second 96 gal cart but only use it on and as needed basis.
- I wish they had a smaller size container. I would make the 48 gal as my trash and use a smaller recycle container. But, I am a single person. I see some families overflowing the 96 gal container.
- Sometimes, the bins are too small, and it is a real pain to get everything stuck in the bins, or pay additional fees. Overall, service is excellent.
- Tried to swap my smaller recycling for a larger container but no one ever swapped them.
- The recycle container is too large and the two containers together will not fit in the garage.
- I use a 96 gal for recycle, they swapped the smaller one for the larger one. Whenever I've called Ray's, they have been very helpful. I love having the weekly recycle container since we can put most everything in it. I don't have enough leaves to warrant spending \$15. It would be convenient to have a week or two where we can put out our leaves like the except for Christmas, but this is not really a complaint. Overall I've been very satisfied.
- My biggest problem is storing the cans. We have two regular cans and one recycling can that take up the size of a car in my small, two-car garage. My neighborhood association prohibits keeping them outside. I am left with parking a vehicle outside and my trash gets the shelter. Not ray's problem but a problem nonetheless.

Response: Each household can have up to 3 carts, with any combination of 64 gallon or 96 gallon trash or recycling carts. To get an additional cart or to switch yours for a different size, please contact Ray's at (800) 531-6752 or the City of Westfield Customer Service at (317) 804-3150.

Strength/Quality of Carts

- LOVE the quality of the trash carts. LOVE the recycling option
- The automatic arms are really aggressive with the carts and in my opinion will lead to excessive damage and a short life fo the plastic carts. This is especially true of the clamping action to grab the carts. Occasionally the carts are left in the street and can be a traffic hazard.
- Broken recycling can after a few weeks due to dropping from rays.

Response: The strength of the carts is also a common issue with automated programs. The plastic, especially in colder weather becomes brittle and will damage more easily. The manufacturer of the container is continually working to improve their product, as well as we continually work with our drivers to be aware of their equipment and protect the integrity of the container.

Service Issue

- My recycleing cart disappeared today, 12-09-09. It looks as though all the recycleing carts on my street disappeared as well. Trash carts were still out at multiple homes but no recycleing carts. Did something happen to them?

Response: Please contact Ray's at (800) 531-6752 if you ever have an issue with service. You may also call the City of Westfield Customer Service at (317) 804-3150.

Cart Placement

-It would be nice if the workers were more aware of where they were putting the cans back and what condition. Many times, they end up blocking the driveway (when that's not where they were initially) or knocked over.

Response: The carts are placed down where the arm picked them up from; there is no intentional nature of the driver to block roads or driveways. This is a common issue with automated systems. Another issue is when the carts are empty if there is wind so the carts can roll or blow over. In that case, there is nothing Ray's can do. If you find this is a recurring problem for you, call us and we will note for the driver to be more careful.

Bulk Items

-Can Ray's be forced to accept more items as bulk items? I replaced an interior door in my home because the original door was damaged, but they will not take it because it is "construction material". I also have a couple of sheets of old and damaged plywood that I would like to get rid of, but they also consider that construction material and refuse to take it.

-I had Ray's previously with my HOA. I'm paying more for worse service. Before they picked up anything outside our bins. These guys do not get out of the truck. Other cities negotiated lower prices than Westfield. Why? I do like the bins provided by Ray's. It makes trash day look better.

-Not being able to put bulky items out or bags of leaves/brush when I need to is crazy. The overage bags (the orange ones) are cheap and weak and way too small. Having to call and schedule and pay the \$10 extra pick-up fee is not good service. Out of probably 10+ cities & trash service, I can honestly say I am least happy with this current service.

-It would be nice to have heavy items that will not fit in the dumpster to be picked up on a Thursday once every two months or so at no extra charge. In the past we could do that and not be charged for it.

-At different times of the year, we might have a unusual amount of trash, but it is my understanding we are only allowed what fits into our trash cart. IE yard waste, cleaning out the basement waste. This is very inconvenient especially since we would be allowed to use a second cart at no charge. It would nice if there could be some type of compromise. FYI: we have called Ray's for a bulk trash pick-up and based on our description (one large item and a bag of trash) they compromised on the charge--\$15 since we truly did not have two large items. We love the recycling program!!

-I would like to see a heavy pickup day scheduled once a quarter.

-It would be nice to have a couple of unlimited pick ups a year. Spring--Fall

-The main issue we have is that sometimes we'll have items too large or bulky to put in the container and Ray's won't pick those up. It isn't economically feasible to pay \$10/item when you have 20 extra items to put out. Anything that won't fit in the container isn't picked up. Our prior trash service would pick up everything at the curb for no additional fee. That was nice.

-I am generally satisfied with the program. My only complaint is that on one or two occasions I've had a couple of extra boxes or the like that I couldn't fit into my bin so I left them broken down near the garbage container. The garbage truck picked up the bins and left the items outside of the bins. I have only needed to do this twice at the most and it's SOOOOOOO irritating that the driver/or policy, won't allow for this kind of exception from

Bulk Items (Continued)

time to time. Can you do something about this? I certainly don't want to have to get an extra bin on the off chance that I might need to add an unexpected item from time to time that would not be considered "large" but just wouldn't fit in the already full bin. Otherwise I'm content. Thank you!

-don't understand there policy on picking up additional bags left outside of the cart. only have done so once this year but they didn't pick up.

-they need to have a heavy trash day once a month

-I moved here from a city in South Dakota similar to the size of Westfield. In that City there were a couple of spots where the City had large Dumbsters that were available at anytime to the public at no cost. The dumbsters were only used for yard waste and things of that nature. I have not seen anything like that in this in Westfield, and during the fall i was forced to store bags of leaves and trash in my garage because Ray's will not take anything outside of the container. I would be nice to have a spot in the city to take my yard waste without being charged by the dump.

-I really don't like the additional \$10 fee for extra garbage--what a hassle to have to call and schedule it. Sometimes I have to leave garbage in my garage for 2 weeks if the cans are full.

Response: Due to the survey responses, the City will look into a Spring Clean-Up Day, where a drop-off location for bulk items would be available at least once a year.

Check the [City Website](#) and utility billing inserts for upcoming information.

If the drivers had to get out of the truck to pick-up unscheduled items, they would be unable to maintain their punctual times. Also, if there is a heavy or bulk item, they would need to know in advance to schedule more than one driver.

Collection/Trash

-I am not happy with how the collection is done. For example, today we had some of our recycled trash in our yard due to lack of care when our recycling trash is picked up. Also, our trash bins are thrown everywhere and sometimes even on their sides. I love the option of recycling, but I hate that we find recycling trash every Monday morning in our yard. I am very disappointed on the service we have received and if we had an option we would definitely go elsewhere. I hope to see improvements because I don't think it is that hard to pick up ALL recycling and to take that extra second with making sure you get everything that is accidentally left behind

-My only complaint is that on several occasions they have dug up my yard when emptying the trash.

-Just concerns me that there are trash and recyclables dropped out of the bins as being up into the truck. It has gotten better, but at times the neighborhood has trash, papers, plastic bottles floating around all over the place.

-What I have noticed is the person operating the truck going too fast. Also, the way the trash is being collected litters our neighborhood. When the automatic "arm" picks up and dumps, the trash blows and ends up littering our streets.

-There is often trash in and along the street after pick up.

-Sometimes, the loose trash from the recycle carts end up in the streets blowing around. That makes the neighborhood look bad. I do miss having the option of putting an extra bag or so out very much.

Collection/Trash (Continued)

- The only drawback of the recycling program is the wind blown litter from the recyclables. This wind blown litter makes Westfield look like "Litter City" on windy days. This comes from two sources: wind tipped bins and wind blown items during the dumping process. Hope we can work on an solution to this problem.
- Containers are routinely placed in driveway, blocking access after pickups. Containers are abused and damaged by truck operator
- Need to expand service. I understand the trucks using the automated arm to pick up bins saves labor costs, but it is not the best situation for the customer. The items we are able to put out is limited and now must be contained within a bin. This limited service is costing us more than our prior service.
- I would vote to go back to the old Rays way of picking up trash. With these new trucks the drivers do not feel as though they have to ever get out of the truck. When a cart is full and the arm goes to pick up the cart, trash blows out. The driver just lets the trash lay in the street. Used to be, they would pick up what ever blew out of the truck. Laziness will get you no where in life. That is all it is. Lets make it better for everyone...when the trash blows or falls out of the cart when you are picking up the trash...Please put your truck in Park and get out to clean up your mess...
- Feel sorry that they have to come out on holidays.

Response: One of the cons of the automated trucks is that in dumping the containers into the hopper trash/debris can escape. One of the pros, is that ultimately your community looks cleaner than having bags sitting out or various containers. We have tried a few different ways to combat the trash/debris issue and will continue to work on eliminating it completely.

Recycling Items Recycled

- I have heard reports that trash and recycling bins have been dumped into the same truck. I'm not sure if this is true...but it would be VERY disappointing if true!

Response: The Recycling Truck and Trash Truck are the same style of truck, but the recyclable bins ARE NOT being picked up by the trash truck!

Cost

- In Springmill Villages subdivision, the cost of trash and recycling was only 8.50 per household. I would think that if the city of Westfield where doing their job that the cost would have been less than what was currently being charged. I think that maybe the City was to easy on the bidding process.
- I like the service. The pricing is better than I had previously and it includes recycling. You can also set your watch to the time the trash is picked up every week. They have done a great job.
- I had Ray's previously with my HOA. I'm paying more for worse service. Before they picked up anything outside our bins. These guys do not get out of the truck. Other cities negotiated lower prices then Westfield. Why? I do like the bins provided by Ray's. It makes trash day look better.
- Because I am a widow I only use the trash pick-up twice a month except for Christmas and I never use the recycle service. I just don't have very much to recycle. I think there should be a lower price for seniors.
- I think the fee is too high for recycling since they are making money on the recycle items. We shouldn't pay for recycling. Also, when the trash truck is at my house they should pick up everything I put out. You buy nice

Cost (Continued)

trucks to work with certain trash bins, and don't want the driver to get out of cab and throw the trash in truck. I think because there is not an easy opening to throw the trash into manually. For 50 years trash companies pick up all trash when they are there. Now new trucks you use make all this game playing....i.e buying orange bags for overage trash, paying and scheduling bulk pickups, leaf collection programs. I'm waiting for competition to come in taking it back to the basics. You sent letter in the past saying there's new and exciting changes happening at Rays. Maybe for Rays, but not for the customer.

-I have heard that other communities in Hamilton and Boone county that also contract with Ray's Trash Service pay a lower rate than Westfield residents. Why? We already have the highest tax rate in the county and the current city administration seems hellbent on keeping it that way, so why do we also pay higher trash pickup fees than those communities with even less customers?

-\$11 per week seems to be too high

-Is the overall cost of Ray's Trash Service so low that it economically justifies all the ticky-tacky add on charges?

-I was against the forced move to city wide service to begin with since my neighborhood, Merrimac, had a lower rate, \$8.50 per household, and we are in fact now subsidizing the city!

-unhappy that my trash service cost increased.

-I am generally unhappy with being charged for recycling, especially as a mandatory service. If recycling were actually of some benefit and made financial sense, it would be free to recyclers. Obviously, recycling is not the panacea it is made out to be, as we are forced to pay to have items recycled.

Response: The neighborhoods in Westfield self-reported their costs of trash and recycling services. No communities reported being able to provide weekly trash and bi-weekly recycling service for \$11 or less. Note that the current service provides weekly trash and weekly recycling pick-up. From the data we saw disparities in the prices people were paying. Individuals did not have the leverage to negotiate lower prices and were paying more than twice the \$11 monthly fee in place now and that was without recycling. Neighbors with the same provider were paying vastly different prices.

Another benefit of the City Contract is that the costs are known to the residents. See response to Question 4) for details. Question 4 revealed that in relation to the \$11 monthly fee, 30% of respondents are Very Satisfied, 54% are Satisfied, and only 16% are Not Satisfied.

Other cities that have negotiated rates with Ray's have different services. Ray's charges \$10.25 per household, and the City billing function is \$0.75 per household. Not many programs anywhere provide 3 containers, every week recycling, unlimited holiday pickup, Christmas tree pick up, and the optional leaf/brush and bulk item pick-up programs. The City of Westfield provided a very robust program for its residents. There seems to be frustration with people that need additional services, where in the opposite situation – many more would be frustrated if there was an overall higher rate for all the add-on services, that many less would be utilizing.

Government

-Being forced into a single payer system that was more expensive than our previous neighborhood contract with Rays was inappropriate for our local government to force upon us. Not to mention the continued hikes

Government (Continued)

and minimum's added to our sewer bills over the past several years by Westfield Public Works. WPW is a monopoly and we should be have options to let the fair market work.

-I was paying less through my HOA for trash pickup. I'm not happy with the present system. I don't need the city to tell me who I have to use for trash pickup or how much I will pay. Just more big brother and big government.

-The town of Westfield should not have a trash contract. It should be up to each neighborhood or individual home.

-It's not needed, Westfield should not be in the trash service. Why should people have to pay extra to recycle. If it can't be done efficiently than its not recycling, its wasteful.

-Take the service and pay for it out of your pocket and let us U S CITIZENS be AMERICANS and make our own decisions on how to spen our LIMITED MONEY. Thieves.

Response: A survey of neighborhoods in Westfield (through the Westfield Community Association Network (WeCAN) revealed drastic variations of waste management pricing and services. The neighborhoods then formed a committee to research the matter further and present their findings to WeCAN and the Westfield City Council. Based on what the residents suggested in the committee, WeCAN, and at the public City Council meetings, the bid criteria were formed. The issue was discussed at five City Council Meetings from August 11, 2008 to October 27, 2008. Neighborhoods in WeCAN were involved in the discussion from April to October 2008.

If you would like to become more involved in the City, please visit the City Homepage www.westfield.in.gov for the calendar that includes public meetings. If you are not sure if your neighborhood is involved in WeCAN or would like to learn more, please contact Tammy Havard at thavard@westfield.in.gov.

Education

-Recycling and branches pickup is a great feature. May want to better clarify some of the acceptable and not acceptable items to recycle.

-It would be very helpful if you could send or email a list a approved items for recycle. I get confused with the plastics. Specifically, can you recycle chip bags, frozen veggie bags, baggies, and styroform cups from McDonald's that have a numbered triangle on the bottom.

-From time to time, can you email through our HOA a recycling reminder guide that tells us what should and should not go into the recycling bin? Thanks!

-Wish I knew "exactly" what they didn't recycle - for example I take my PET 5's to Whole Foods because I am not sure if they take PET 5's or not?

Response: All educational materials are listed on the [City website](http://www.westfield.in.gov), [Westfield Community Association Network \(WeCAN\) website](http://www.westfieldcommunityassociation.org), as well [Ray's website](http://www.raystrash.com). If there are questions regarding any materials, Ray's is available to answer questions at (800) 531-6752. You may also call the City of Westfield Customer Service at (317) 804-3150. Styrofoam is not acceptable in the program.

Bill

-The Service has been provided with no failures as well as collecting money thru the WPW bill. Truck operators has been very courteous when inquired.

-don't understand why our trash bill went down, but there has not been any change in our homeowners dues. Plus our water bill is always at least \$20 or more higher than it was previously, however, our trash cost is only \$11 per month. It does not seem to add up.

Response: The City has no role in establishing, billing for or the collection of homeowner association dues. The City recommends reviewing a copy of the association's current bylaws and covenants, and/or attending the next homeowner's association meeting and addressing the board with your concerns.

The increase in your utility bills could be as a result of an increase in personal household usage or a small leak in the home, for example a dripping faucet. (Keep in mind your sewer charge is based on your water consumption.) For current water charges please refer to Ordinance 09-04 on the City's website at www.westfield.in.gov or contact the Customer Service Department by telephone at 317-804-3150.

Electronic Bill

-why can't I get my bill electronically?

Response: We are currently unable to send bills electronically due to limitations in our current billing software. The city is actively addressing this situation and hopes to offer more advanced billing and payment opportunities in the near future.

Opt-Out Question

-Is there a way to opt out? My neighbor and I used to share service w/ Republic. Now we can't.

Response: The low \$11.00 monthly trash charge was obtained because every residential household within the Westfield City limits was included in the bidding process, for this reason there is not an "opt out" for the monthly fee. Most households have seen significant reductions in their monthly trash expenses and now have an opportunity to help the city go "green" through their recycling efforts.

Missed

-We live in the rear of a subdivision and we have been missed on pick-up days several times. We have called but have not always had our trash collected on the pick-up day which is Friday.

-There are times when I leave the both carts out and one of them will not get picked up...most recently the recycle bin was left full after a trash day. Not cool.

Response: Please contact Ray's at (800) 531-6752 if you ever have an issue with service. You may also call the City of Westfield Customer Service at (317) 804-3150.



Yard Waste/Composting/Christmas Tree Disposal

-Yard, Plant waste and Small tree pruning waste would be ideal to compost.

-At Christmas, no one advises how to handle a real tree disposal, i.e. cutting to lengths shorter than 4'. Nothing was on the web site - I looked. I can only surmise that they leave this off so that many trees are disposed of by the homeowner.

Response: The information is in the brochure on [Ray's](#) website-click on the "Westfield" info box, [City website](#). You may also call Ray's at (800) 531-6752 or the City of Westfield Customer Service at (317) 804-3150 if you have any questions.

Contract

-I hope we get another contract with someone else when this one is up.

-Next time look for price AND quality of service. Ours has gone down.

Response: The bids for service were reviewed for both price and quality of service.

Customer Service

-When I tried to call Ray's 800 number, I could never get through. I called their local number and got through.

Response: The (800) number only will work if it is long distance. If you are not long distance it will not work, therefore the local number (317) 539-2024 will work for you.

Fuel Spill

-They spilled diesel fuel all down our street. Then they put down something granular to soak it up. Worst of all, they then just brought in a brush truck that threw it up into the air all over our yards and houses. Eventually it will all just find its way into the water supply. That is unacceptable. After that, I would never hire them if I had a choice.

Response: Ray's handled the hydraulic spills with proper precautions to the water supply. The granular substance is to soak up the spill, and the brush truck is intended to trap the material – not throw in the air. We apologize for the inconvenience it caused your community.

Commercial

-I really like the Ray's residential trash service. I would like Ray's to try and minimize trash collection in the early morning for commercial areas that are immediately adjacent to residential. Specifically, it would be nice to minimize trash collection along Western Way between the hours of 10PM and 7AM.

Response: Ray's tries to maintain their routes for time efficiency. If they can move routes, they do, but unfortunately the containers in that area are closely surrounded by a residential area.

Speed

-The trucks speeds through our neighborhood weekly. There is a small stretch on our road with no houses on one side. It is along this stretch where they accelerate so quickly it is dangerous. I have called Ray's a few times, but it continues. The speed limit is 20 MPH. Fortunately, most of the kids are in school now, but during the summer, that won't be the case.

Response: Ray's drivers are constantly reminded that safety is paramount to a timely route. We apologize for the encounters you have had. Please let us know if you see this happening and we will immediately address the situation.

Household Hazardous Waste Education

-How can I get rid of chemicals without any additional cost..and doing the right thing? This includes paint cans, stains, and chemical solutions. Is there a drop off for large items, rather than pay \$10 for a pickup?

Response: The Household Hazardous Waste Disposal Site for Hamilton County is located immediately west of the Hamilton County Extension and 4-H Fire Grounds on 1717 Pleasant Street in Noblesville. In addition to the items listed above, the website indicates that they accept Freon Appliances such as cleaned out refrigerators and freezers as well as household electronics such as computers, monitors, televisions, etc. For a complete list and more information including hours of operation, please visit the [Hamilton County Website](#) or the [Household Hazardous Waste Center Page](#) directly. You can also call 317-776-4005 for more information.



- 9) Optional: If you would like to receive a copy of the results, please fill in your contact information below.

100 households expressed that they would like to receive the survey results once completed.

Response: The above mentioned households will receive an email with a link to the survey results on February 24, 2010. The survey will also be posted on the [City of Westfield Website](#) and the [WeCAN Website](#).

Thank you!

Thank you for taking the time to provide your feedback to the City of Westfield and Ray's Trash Service. We will continue to strive to provide the best service possible to the residents of Westfield.

Please don't hesitate to contact Ray's at (800) 531-6752 or the City of Westfield Customer Service at (317) 804-3150 if you have any questions or concerns.